

Panther Catering Catertrax Guide

1. Accessing Account
 - a. Create Account
 - i. On home page click “Sign In” – “Need Account”
 - b. Existing Account
 - i. On home page click “Sign In” – “Need Password”
2. Ordering
 - a. Navigate to correct site
 - i. Boca Raton – www.pbosc-bocaraton.catertrax.com
 - ii. Lake Worth – www.pbosc-lakeworth.catertrax.com
 - iii. Palm Beach Gardens – www.pbosc-palmgardens.catertrax.com
 - b. Sign into your account
 - c. Click “Flavours” button to access the catering menus
 - d. Enter event details (number of guests and event date)
 - i. Note: You will be blocked from ordering any event within the next 3 days. Contact the catering department directly if you are not able to place your order before this time. This will have to be input by the catering staff as this is under the required 7 days to have the event confirmed.
 - ii. There will also be a warning that comes up if you are ordering in under 6 days of your event date. Contact the catering department directly to be sure we are able to accommodate for this late order as this is under the required 7 days to have the event confirmed.
 - e. When selecting an item, remember to enter the total number of items you would like for that specific item including any sides, if applicable. There is a section for special instructions, if needed for that item.
 - f. Click “Check Out” when finished with selections. Follow prompts and continue until all the information is entered. Choose payment method.
 - i. Use of the online wallet will save time as Credit Cards and Supplier Contract Numbers can be saved for future orders.
 - g. You will receive an email with your order that you have submitted. From that email you can do the following

- i. View order – By clicking “Print Updated Order”
- ii. Request Changes – By clicking “Request Changes”
 - 1. Adjust any of the fields to make changes to items you already have in your order.
 - 2. If you want to add a new item, have any special requests or notes; include this in the special instructions box.
- iii. Confirm order – By clicking “Request Changes”
 - 1. Unclick the request changes box, type “Confirm Order” in the special instructions box
 - 2. You will receive an email with a tracking message stating that your order is now confirmed.

3. Payment

- a. After your event, you will receive an email stating “Order has been marked as processed”. Move forward with payment arrangements.
 - i. Survey – the processed order email will also contain a link to submit a survey. Please fill out the survey to help with further improving the catering service at Palm Beach State College.

4. Viewing Current or Past Orders

- a. There are three ways to see orders that you have placed. “View My Catering”, “Order History”, and “Manage Orders”. These are all visible when signing on or by clicking “My Orders” under My Account at the bottom of any screen.
- b. To manage and see payment status of your orders, go to “Manage Orders”